



Technology Support Technician

DESCRIPTION OF WORK:

This is technical work in providing consultation, support, and/or training to clients of computer or other information technology based systems. Employees are located throughout the state at agencies and universities. Employees provide basic support of hardware, applications, operating systems and networking. This level requires a basic knowledge and understanding of a wide variety of technologies to effectively support clients' technical needs. Employees at this level are not usually involved in application development, system integration, or network design/analysis.

Employees interact with a broad range of clients requiring strong communication skills and ability to use a variety of technical resources for providing technical support. Employees at this level may provide routine support for a broad range of information related technologies, or may provide in-depth support for a narrowly defined area of technology. Employees refer complex technical problems or questions to a higher-level Technology Support Analyst and/or Technology Support Specialist.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

- **Planning and Organizing:** Ability to work independently on routine /non-complex tasks.
- **Project Management:** Ability to participate as a productive project team member by completing assigned routine tasks.
- **Technical Knowledge:** Understanding of basic troubleshooting techniques and principles.
- **Technical Solution Development:** Knowledge of and may serve as a technical resource for basic solutions to clients.
- **Technical Support:** Ability to solicit relevant information from client in order to sufficiently describe non-routine problems to technical expert, and effectively communicate solution to client.
- **Consultancy Skills:** Ability to determine client needs and effectively communicates back to technical experts.

JOURNEY

- **Planning and Organizing:** Ability to organize and follow complex and/or detailed technical procedures.
- **Project Management:** Ability to participate as a project team member and make recommendations for routine problem solutions.
- **Technical Knowledge:** Ability to apply a broad working knowledge in a specialty area within a work unit.
- **Technical Solution Development:** Ability to identify and understand reoccurring problems and recommend solutions.
- **Technical Support:** Ability to independently resolve routine and some non-routine problems through standard troubleshooting procedures. Able to perform routine diagnostics and/ or configurations on assigned software and/or hardware according to standard operating procedures.
- **Consultancy Skills:** Ability to communicate and consult with clients and higher-level analysts to resolve technical problems.

ADVANCED

- **Planning and Organizing:** Ability to lead ad hoc work groups to analyze problems, develop solutions, and communicate solutions effectively. Ability to identify need for training in new technology or for reoccurring problems, either technical or procedural.
- **Project Management:** Ability to participate on a project team as an expert in a specialty area or work.
- **Technical Knowledge:** Significant knowledge in a technical specialty area. Ability to serve as a technical resource for other technicians, inclusive of training.
- **Technical Solution Development:** Ability to lead or guide journey level technician with technical solutions. Ability to resolve complex problems within a work area.
- **Technical Support:** Ability to identify trends and make suggestions for technical modifications to prevent future problems.
- **Consultancy Skills:** Ability to communicate and consult with clients and higher-level specialists and analysts to resolve advanced technical problems and ensure customer satisfaction.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from high school and one year of experience in the field of technology related to the position's role. Coursework in computer or information technology may be substituted year for year for the required experience.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Degrees must be received from appropriately accredited institutions.